

# Detlef Winter



## Personal information:

Nationality: German

Date of Birth: 2nd December 1961

Marital status: Single

## Contact Information

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## Languages

German, English

## IT Experience

Opera, Fidelio, Protel,  
Lodgistix, Lanmark, Lodgmate,  
Theova, Springer Miller System,  
Hotel Information System (H.I.S.),  
Micros, Microsoft 365

## EXECUTIVE OVERVIEW

Senior Management Executive and Globally Astute Hotelier with extensive experience. A proven track record and achievement in project management, financial results, marketing, and product positioning. Known for fostering effective relationships with Ownership, Business Partners, Guests and Team Members. International award-winning properties experience gained as Unit & Multi-Unit General Manager and Corporate Leadership Roles for 5\* luxury Hotels, Resorts, Residences and Real Estate.

## PROFESSIONAL EXPERIENCE

**08/2019 –**

**DoubleTree by Hilton Almaty, Kazakhstan (5\*hotel, 112 rooms)**

### **General Manager**

Responsible for managing the Hotel Executive team and overall hotel targets. Contact person for the franchise partner Hilton. Delivering excellent Guest and Member experience while managing profitability and guest satisfaction. Leading in all facets of business planning. Managing and developing the Executive Team. Communicate and meet on regular basis with owner.

- **Achievements:** Reorganized the Departments. Improved customer experience and Quality Assurance Results (SALT, customer satisfaction program by Hilton)

**04/2019 – 08/2019**

**360management LLC, Moscow, Russia**

### **Managing Director**

Responsible to develop and carry out the company's business strategy to reach the goals of the board and shareholders. Overseeing the company's financial performance, investment, other business ventures and future projects. Acting as the public speaker and representative of the company.

- **Achievements:**  
Set up and opening of the first hotel for 360management LLC  
Chekhoff Hotel Moscow – Curio Collection by Hilton

## **Training & Seminars**

- Crisis Management by Ketchum
- Payment Card Industry Data Service Standard (PCI DSS) by Kempinski
- US Foreign Corrupt Practices Act (FCPA) by Marriott
- Crisis Management (local), Athens Ledra Marriott
- Crisis Management (international) by Marriott
- Information Security & Protection Learning (ISPT) by Marriott
- Improving Departmental Performance by TMI
- Upgrading Quality Guest Service through Training and Development by TMI
- Team Management Systems by TMS
- Yield Management Seminar by Marriott
- Train the Trainer by Marriott
- Performance Appraisal Workshop by Marriott
- Team Building by Marriott
- Foundation of Leadership by Marriott
- Trainer Skills – Train the trainers - Deutsche Angestellten Akademie, Düsseldorf, Germany
- Further additional Training and Development Seminars on Executive Level

**04/2018 – 04/2019**

**Corinthia Hotel Khartoum, Sudan (5\* luxury, 230 rooms)**

### **Hotel Manager**

Responsible for the planning, organization, administration, and management of the entire hotel. Daily exchange with the executives for department actions. Training of staff to meet the defined service standard requirements by Corinthia. Supports the General Manager in running the hotel and fully in charge during his absence.

**12/2016 – 11/2017**

**Miraggio Thermal Spa Resort, Palouri, Greece (5\*resort, 300 rooms)**

### **General Manager**

Responsible for effective leadership and management of the entire resort (Hotel, Spa, Marina). For delivering results that contribute to the overall success of the business, by achieving performance goals, driving sales and profitability, guest and employee satisfaction and ensuring that all standards are met.

- **Achievements:** Reorganization of the hotel. Significant increase in business turnover and profitability. Increase and improvement of customer experience results.

#### **Awards**

Country winner award “Best Luxury Wellness Spa” 2017

World Travel Awards

Greek Hospitality Award 2017

Best Greek New Resort

Best Greek Thermal Spa Resort

Best Greek Hotel Marina

**09/2014 – 11/2016**

**Kempinski Hotel Yinchuan, China (5\* hotel, 409 rooms)**

### **General Manager**

Responsible for the overall managing of the hotel, office tower and apartment complex (under construction) managed by Kempinski. Controlling the budgets in coordination with the management company and owner. Ensuring guest satisfaction and product quality standards are met. Managing all facets of the hotel and office tower in accordance with brand standards, to achieve a friendly atmosphere, superior guest service and product quality.

- **Achievements:** Increase of sales revenue and profitability. Establish and increase of the airline segment. Increase of office tower floor space occupancy

**06/2011 – 12/2013**

**Athens Ledra Marriott Hotel, Athens, Greece (5\* hotel, 314 rooms)**

**General Manager**

Strategic business leader with the responsibility for running the hotel. Overseeing guest and employee satisfaction, human resources, financial performance, sales, and revenue generation. Ensuring the implementation of strategies and initiatives, with the purpose to meet and exceed customer expectations, profitability, and market share. Regular meetings with owners.

- **Achievements:** Restructure of departments  
Career Development Program for Executives  
Increase of sales and profitability

**04/2010 – 03/2011**

**Hashoo Group – Hospitality Division, Pearl Continental Hotels Management LLC, Dubai, UAE**

**Vice President Operations – Middle East**

Establishment of the regional organisation for the Middle East. Managing the existing portfolio and strategic development of the Middle East region. Defining procedures and standards for the organisation. M&A of potential properties. Regular meetings with the Group CEO.

- **Achievements:** Organisation and Set up of the Middle East Operation.

**04/2008 – 12/2009**

**Al Bustan Rotana Hotel, Dubai, UAE (5\* hotel, 275 rooms)**

*A member of the Leading Hotels of the World*

**General Manager**

Directing the overall management of the hotel in accordance to the “Leading Hotels of the World” standards. Increasing performance and profitability. Preserving and upgrading hotel standards and services in line with new industry innovation to achieve higher customer satisfaction. Training and development of Executives for new hotel projects of the Rotana Group.

- **Achievements:** Introduction of WLAN in the entire hotel.  
Establishment of a central check in counter at Dubai International Airport for all Rotana Hotels  
Improvement of profitability by achieving and exceeding financial results  
World Travel Award: Dubai’s Leading City Hotel 2009

**01/2004 – 12/2007**

**Columbia Hotels & Resorts (Cyprus)**

- **Columbia Beach Resort, Pissouri (5\* Resort, 94 Suites)**
- **Columbia Beachotel, Pissouri (4\* Resort, 116 Rooms)**
- **Londa, Limassol (5\* Boutique Hotel, 68 Rooms)**

**General Manager**

Responsible for the Columbia Group hotel portfolio in Cyprus. Increase of sales and revenue by intensified marketing through tour operators. Conception and repositioning of the Beach Hotel and Boutique Hotel in Limassol. Representation of the group at international industry events.

- **Achievements:**

Renovation and reopening of the Columbia Beachotel (2005).

New positioning and reopening of the Boutique Hotel (2005)

Doubling of tour operator business within 2 years

Increase in efficiency through centralising the management and administrative tasks

**06/1999 – 12/2003**

**Nairobi Serena Hotel, Nairobi, Kenya (5\* luxury, 190 rooms)**

*A member of the Leading Hotels of the World*

**General Manager**

Responsible for the overall management of Nairobi's leading 5 Star deluxe, city-center hotel. Organising government events as well as regular meetings in a diplomatic environment. Developing and perfecting the high standards of the flagship Serena Hotels in Kenya, Tanzania and Zanzibar. Development of management personnel for the Serena Group.

- **Achievements:** Preserving No. 1 position in Nairobi

Expansion and establishment of the catering department as an important pillar of sales

Mentor for new management personnel

**07/1997 – 06/1999**

**Nexus Golf Resort Karambunai, Kota Kinabalu, Malaysia**

**(5\* resort, 500 rooms)**

**Resident Manager** in charge of:

Hotel, including Rooms Division, Food & Beverage, Engineering, Security, Sports & Recreation and Horticulture. In charge of the Hotel during the General Manager absence.

*Pre-Opening Phase:* Budget, Set Up and Execution of Standard Operating Procedures. Recruitment of personnel. Liaison person between the hotel and project team

- **Achievement:** Opening of the 5\* resort

**12/1995 – 06/1997**

**Marriott Royal Garden Riverside Hotel, Bangkok, Thailand**  
**(5\* hotel, 417 rooms)**

**Executive Assistant Manager - Rooms Division**

Overseeing: Front Office, Housekeeping, Engineering, Security, Duty Management, Forecasts, Rooms Related Procedures, Budget, Quality Control, Training of department heads and personnel. In charge of the Hotel during the General Manager absence.

- **Achievements:** Increase in customer satisfaction in Rooms Division  
 High employee satisfaction (variation below 2%)

**07/1995 – 12/1995**

**Royal Garden Resort Pattaya, Thailand (5\* hotel, 292 rooms)**

**Rooms Division Manager**

In charge of: Front Office, Housekeeping, Engineering, Security, Duty Management, Forecasts, Rooms Related Procedures, Budget, Quality Control, Training of department heads and personnel. In charge of the Hotel during the General Manager absence.

- **Achievements:** Recommendation and transfer to the flagship to Bangkok

**04/1993 – 06/1995**

**Jebel Ali Hotel, Dubai, UAE (5\* luxury, 269 rooms)**

*A member of the Leading Hotels of the World*

**Front Office Manager**

Overseeing: Reception, Concierge/Valets, Reservations, Duty Management, Forecasts, Rooms Related Procedures, Budget, Quality Control and Training of employees.

**1985 – 1993 Hilton International Hotels & Resorts**

Various roles in Munich, London & Düsseldorf

Business Development, Front Office and F&B. (details on request)